

# OFFICE /PREMISES RISK ASSESSMENT (COVID-19)



**FOR :** Ross Brooke Limited

**At :** Abingdon, Hungerford, Newbury and Swindon Offices

Date: 21/05/20

## INITIAL RISK RATING

|             |   |   |            |                        |       |   |
|-------------|---|---|------------|------------------------|-------|---|
| PROBABILITY | Frequent  | N | Occasional | Y                      | Rare  | N |
| SEVERITY    | Fatal   | N | Major      | Y                      | Minor | N |
| ASSESSMENT  | <b>High / <del>Medium</del> / Low Risk without controls</b> |   |            | (delete as applicable) |       |   |

## PEOPLE AFFECTED

|                                     | INVOLVED IN ACTIVITY | CLOSE TO ACTIVITY | EVERYONE IN OFFICE | MEMBERS OF PUBLIC |
|-------------------------------------|----------------------|-------------------|--------------------|-------------------|
| HAZARDS IDENTIFIED                  | ✓                    | ✓                 | ✓                  | ✓                 |
| Coronavirus General Symptoms        |                      |                   | ✓                  | ✓                 |
| Personal Hygiene                    |                      |                   | ✓                  | ✓                 |
| Social Distancing at work           |                      |                   | ✓                  | ✓                 |
| Managing clients and other visitors |                      |                   | ✓                  | ✓                 |
| Cleaning the workplace              |                      |                   | ✓                  | ✓                 |
| Managing the workforce              |                      |                   | ✓                  | ✓                 |
| Inbound and outbound goods          |                      |                   | ✓                  | ✓                 |

## STANDARD CONTROL MEASURES

RESIDUAL RISK RATING: H/M/L

### Coronavirus General Symptoms:

Do not leave home if you have any of the following:

- high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

**Most people with coronavirus have at least one of these symptoms**

- Are a vulnerable person (by virtue of their age, underlying health condition, clinical condition or are pregnant)
- Living with someone in self-isolation or a vulnerable person.

If you require further information, please contact NHS on 101

If you sneeze or cough, try to do this in a tissue or into the crook of your elbow. Place any used tissue in a bin

If you develop a high temperature or a persistent cough you must stop work immediately advise your manager and return home immediately, try to avoid touching anything as you leave.

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### Action Taken:

**Communicate to all employees to ensure understanding and importance of following procedures.**

| STANDARD CONTROL MEASURES  | RESIDUAL RISK RATING: H/M/L |
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| <p><b>Personal Hygiene:</b></p> <p>Simple hygiene measures can help protect your own health and everyone else's:</p> <ul style="list-style-type: none"> <li>▪ Don't touch your face</li> <li>▪ Avoid touching your eyes, nose and mouth.</li> <li>▪ Don't cough or sneeze into your hands</li> <li>▪ Cover your mouth and nose with your elbow or tissue when coughing or sneezing. Dispose of used tissue immediately.</li> <li>▪ Keep your distance -Stay away from people who are coughing or sneezing.</li> <li>▪ Wash hands frequently with soap and water for at least 20-30 seconds.</li> </ul> <p>If using a hand sanitizer ensure that it contains at least 60 per cent alcohol, ensure coverage on all parts of the hands and rub hands together for 20-30 seconds until hands feel dry.</p> <p>If hands are visibly dirty, always wash hands with soap and water.</p> <p>Regular cleaning of your smartphone, tablets and pc's/laptops. These need to be cleaned more than ever to help limit the spread of the coronavirus.</p> <p>Do not bring unnecessary items to work.</p> <p>Only bring in personal clothing and items, such as handbags that you need that day. These items should not be placed on desks or common surfaces</p> | M                           |
| <p><b>Actions Taken:</b><br/>           Communicate to all employees.<br/>           Provision of hand sanitizer in all offices.</p>   |                             |
| <p><b>1.0 Social Distancing at work:</b></p>   |                             |
| <p>Public Health England guidelines including, where possible, maintaining a 2-metre distance from others.</p> <p>Workspaces have been reviewed to maintain social distancing requirements - the maximum number occupants in shared areas has been established.</p> <p>Workers attending offices should agree with their line manager prior to attending and any modified working patterns or arrangements for remote working.</p> <p>Everyone is advised to generally keep 2 metres apart and work should be planned to minimise contact between workers, avoiding skin-to-skin including handshakes and face-to-face contact.</p> <p><b>Planned exceptions for working where the 2m social distance cannot be observed - where necessary and fully justified – must be identified and recorded in agreement with your H&amp;S representatives.</b></p>   | M                           |
| <p><b>Action Taken:</b><br/> <b>Office layouts and spacing reviewed and changes to be made as necessary with relevant IT support.</b><br/> <b>Floor markings to be used to highlight distancing requirements.</b></p>  |                             |
| <p><b>1.1 Coming to and leaving work:</b></p>  |                             |
| <p>You should try to travel to the office alone where possible.</p> <p>Where possible workers should avoid using public transport. Where public transport is the only option - try to arrange during off-peak hours.</p> <p>Observe any Government requirements relating to use of face coverings where applicable.</p> <p>Alternatives to public transport may include walking, cycling or driving.</p> <p>Car sharing should be in line with Government guidelines e.g. Family members who reside together</p> <p>Stagger arrival and departure times at work to reduce crowding into and out of the workplace</p> <p>Reducing congestion at entrances e.g. 2m markings.</p> <p>Introducing one way system at entry and exit points where possible.</p> <p>Providing handwashing facilities, or hand sanitiser at entry and exit points.</p> <p>Self-sanitise hard surfaces.</p>   | M                           |

| STANDARD CONTROL MEASURES   | RESIDUAL RISK RATING: H/M/L |
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| <p>Action Taken:<br/>One way system to be implemented in Newbury. Not possible for other offices.<br/>Communicate with employees and stagger times as appropriate for entry and exit.</p>   |                             |
| <b>1.2 Moving around buildings:</b>   |                             |
| <p><b>Circulation routes / stairs / corridors:</b><br/>Implement 'area of safety' or 'passing' points to maintain social distancing where possible<br/>Regularly clean touchpoints such as doors and buttons.<br/>Walkways and corridors around the office should be arranged and managed to maintain social distancing. Where it is possible, implement one-way systems throughout the office, including staircases where there is more than one staircase.<br/>Signage should be posted on corridors or next to stairs noting direction or requirements to give way and check it is clear prior to moving.<br/>All staff should be notified that they cannot cross or stop on stairways to talk.<br/>Stairwells should not be used for phone calls.<br/>Remove any break-out areas where not large enough to maintain social distancing</p>   | M                           |
| <p>Action Taken:<br/>Signage to be used in all offices indicating guidance.<br/>One way system to be set up in Newbury where possible.<br/>Regular cleaning of communal areas to be assigned to particular staff members.</p>   |                             |
| <b>1.3 Premises - Time &amp; Attendance:</b>  |                             |
| <p>All visitors must sign in and out of the premises – records should be maintained by a member of the reception team or office team.<br/>Premises are operating with reduced occupancy – there may not be a full complement of fire wardens or first aiders in attendance and lone workers may be at increased risk should they become ill.<br/>All premises should maintain access control and records to include:<br/>▪ Sign-in / sign-out<br/>▪ Controlled access – one entrance<br/>Enforcement of sign-in / sign-out is the responsibility reception or appointed managers.</p>   | M                           |
| <p>Action Taken:<br/>Reception staff to maintain record of visitors. Receptionist to complete sign in process so visitors do not touch pens, sign in book etc.<br/>All staff to be reminded of locations of first aid boxes and fire muster points.<br/>Reception staff will maintain a register of staff who come into the building at any point during the day. All staff must notify reception in order to maintain this. It is essential we have a track of who has been in each office in case anyone becomes ill and those who may have had contact are informed.<br/>Staff should not come into the offices after hours where at all possible. If this cannot be avoided they should inform their manager in advance and processes will be implemented to ensure adequate cleaning can be maintained.</p>  |                             |
| <b>1.4 Making the main workplace safe for people who work statically</b>  |                             |
| <p><b>Workstation Sanitisation:</b><br/>Workstations should be allocated to an individual where possible – discourage / minimise shared<br/>All workstations and desks should be cleared and kept tidy to enable cleaning and sanitising to be completed effectively.<br/>Refrain where possible from sharing stationary etc.<br/>Personal effects including bags should be kept off workstation surfaces and stored separately<br/>Before eating at your desk, you should reclean the surface and your hands<br/>If you cough or sneeze at your workstation the area should immediately be cleaned, and any cloths / tissues disposed of in the bin<br/>Remember to sanitise your hands<br/>If it is not possible to keep workstations 2m apart, consider whether the activity needs to continue for the business to operate and if so, implement mitigating actions to reduce risk of transmissions</p> | M                           |

| STANDARD CONTROL MEASURES   | RESIDUAL RISK RATING: H/M/L |
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| <p>Action Taken:<br/>Staff to be informed of importance of keeping workstations sanitized and desk sharing to be avoided wherever possible.</p>   |                             |
| <p><b>1.5 Meetings</b></p>  |                             |
| <p>Where possible all meetings should be conducted via remote working tools such as Microsoft teams or Zoom to eliminate face to face meetings and maintain social distancing<br/>Hold meetings face-face outdoors or in well-ventilated rooms whenever possible<br/>Meetings should be reduced to only those absolutely necessary<br/>2m separation for Social Distancing must be maintained<br/>Avoid the use of sharing pens and objects<br/>For areas where regular meetings take place use floor signage etc. to help maintain social distancing<br/>Hand sanitiser and surface wipes should be provided</p> | L                           |
| <p>Action Taken:<br/>Clients to be told our preference is for remote meetings at this time. No staff member to be forced to have face to face meetings where they are not comfortable and should inform their manager if this is a client request.<br/>Hand sanitizer to be held in all meeting rooms and used even for internal meetings.</p>  |                             |
| <p><b>1.6 Common Areas</b></p>  |                             |
| <p><b>1.6.1 General</b></p>   |                             |
| <p>Use safe outdoor areas for breaks<br/>Utilise areas of the workplace freed up by remote working<br/>Reconfigure seating and tables to maintain spacing and reduce face to face interactions</p>  | L                           |
| <p><b>1.6.3 Smoking:</b></p>  |                             |
| <p>Smoking areas should be arranged to maintain 2m separation e.g. floor markings.<br/>Review the number of smoking points available – we had previously been advised to move our smoking point in Newbury further away from the building and the plastic wheelie bins, perhaps we should do this now and notify<br/>Stagger smoking breaks to prevent over-use of smoking points<br/>Encourage staff not to share cigarettes and lighters etc<br/>Regular emptying of cigarette bins, double bag contents before placing into general waste</p>  | L                           |
| <p>Action Taken:<br/>Encourage fresh air breaks to be taken as long as social distancing is maintained.</p> <p>Regular emptying of smoking bins to be assigned to particular staff members who use the smoking bins.</p>  |                             |

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| <b>1.7 Kitchen areas</b>  |   |
| <b>1.7.1 Occupancy:</b>   |   |
| <p><b>Break times should be staggered or on a rota basis to reduce congestion and contact</b><br/> Where possible, workers should be encouraged to bring their own food / pre-prepared meals and refillable drinking bottles from home<br/> Display maximum occupancy information.</p>  |   |
| <b>1.7.2 Cleaning:</b>  |   |
| <p>Hand cleaning facilities or hand sanitiser should be available at the entrance of any room where people eat and should be used by staff when entering and leaving the area<br/> Tables should be cleaned between each use by the user and rubbish should be put straight in the bin.<br/> All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles and urns. This includes external seating rest areas.<br/> Staff should wash their own cups they should not be left on kitchen surfaces or in sinks for others to clear away<br/> Catering Equipment –Water Boilers, Water coolers’, Toasters, Microwaves, etc. should be subject to regular cleaning of taps, handles, and other hard surfaces and touch points.<br/> Provide materials for ‘self-sanitising’ and cleaning before and after use</p>  | M |
| <b>1.7.3 General:</b>   |   |
| <p>Staff unloading dishwashers should wash their hands first and then put on clean disposable gloves before unloading crockery and cutlery.<br/> Communal cups and glasses should be removed from use from kitchens and rest areas.<br/> Crockery, eating utensils, cups etc. should be washed by each individual after use or loaded into the dishwasher immediately.<br/> Drinking water should be provided.<br/> Where coffee, tea, sugar and milk are normally provided it is recommended that these are supplied in individual / catering portions / packaging.</p>  | M |
| <p><b>Action Taken:</b><br/> Additional cleaning of kitchen areas to be maintained during the day by allocated staff members.<br/> Staff informed there is to be no sharing of utensils.<br/> Individual tea/coffee/milk sachets to be provided.</p>  |   |
| <b>1.11 Accidents, security and incident</b>  |   |
| <p>In the event of an emergency people do not have to have to stay 2m apart if it would be unsafe.<br/> People involved in the assistance of others should ensure they follow sanitation measures immediately afterwards.</p>   |   |
| <b>1.11.1 First Aid &amp; Emergency:</b>  |   |
| <p>The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend. In the event of a person requiring first aid assistance it is paramount that the first aider takes the necessary measures to protect themselves and the person first aid treatment is being administered to.<br/> All first aiders should have face shield, face masks and disposable glove available.<br/> Simple first aid – plasters can be self-applied / self-administered under supervision from the first aider.<br/> Emergency plans including contact details should be kept up to date<br/> Availability of first aiders should be checked to ensure sufficient provision is available during reduced building occupation or when planning staff rotas.<br/> Be aware that emergency services are under great pressure and may not respond as quickly as usual;</p> | M |
| <b>1.11.2 Emergency evacuation planning:</b>  |   |

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| <p>Fire wardens should remind all to exit in a calm manner / maintain 2m social distancing as far as possible</p> <p>Availability of fire wardens should be checked to ensure coverage remains sufficient during reduced building occupation and to ensure social distancing can be monitored.</p> <p>Muster points should be checked to ensure there is adequate space to assemble whilst being able to maintain social distancing.</p> <p>Fire wardens should ensure that during building re-occupation, worker re-entry is allowed at a rate to ensure workers are able to enter the building and disperse without compromising the 2-metre distancing rule.</p> <p>Fire doors may be left open to allow ventilation through the building and reduce contact points during occupation</p> <p>Fire wardens should undertake daily checks within the building to ensure housekeeping is maintained to reduce the risk of fire.</p> <p>Fire doors must be closed at the end of the working day</p> |          |
| <p>Action taken:</p> <p>First aiders and fire wardens aware of position. Gloves and face coverings provided for use if first aid needs to be given.</p> <p>All staff aware the fire doors can be left open to aid ventilation but must be closed at the end of the day.</p>  |          |
| <p><b>2.0 Managing visitors and contractors:</b></p>   |          |
| <p><b>2.1 Manage visitors</b></p>  |          |
| <p>Reception areas should be reviewed to maintain 2m social distance – e.g. use of screens or barriers and carpet / floor markings</p> <p>Mandatory signs and posters must be displayed.</p> <p>Any seating should be regularly cleaned and laid out to maintain 2m social distance.</p> <p>Visitor numbers must be limited and an essential need – promote remote connection</p> <p>Visitors should confirm whether they have any symptoms of coronavirus or if they have been in contact with anyone in the last 14 days who has. <b>If they have, they should politely be refused entry to the office.</b></p> <p>Make sure people are invited to sanitise their hands and observe sign-in / sign -out</p> <p>Visitors must be reminded of the rules relating to hygiene and social distancing, etc. specific to the premises.</p>  | <p>M</p> |
| <p><b>2.1.2 Contractors</b></p>  |          |
| <p>Review servicing and maintenance contracts to reduce interaction</p> <p>If work is required to take place, consider working hours and number of persons doing the works</p> <p>Risk Assessments must be in place and work should be planned to comply with Covid-19 Requirements for Contractors document/Management Briefing 128</p> <p>Work should be planned to avoid working within 2m where possible</p>   | <p>M</p> |
| <p>Action Taken:</p> <p>Reception areas reviewed for distancing and use of floor tape to mark safe areas to be applied.</p> <p>Reception teams aware to ask visitors to confirm they have no symptoms and have not been in contact with anyone in the last 14 days who has. This information must be recorded within the visitors log for reference and completeness.</p>  |          |
| <p><b>2.2 Providing and explaining available guidance</b></p>  |          |
| <p>Ensure public notices are visible to inform people to maintain social distancing in the workplace</p> <p>Reception areas should display 'catch it kill it bin it' signage</p> <p>Provide signage on routes in the workplace to maintain social distancing</p> <p>Display emergency covid-19 procedure</p>   | <p>L</p> |

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| <p>Action Taken:<br/>Signage to be put up in all offices.</p>  |          |
| <p><b>3.0 Cleaning the workplace</b></p>   |          |
| <p><b>3.1 Before Re-opening</b></p>  |          |
| <p><b>General Office Cleaning:</b><br/>Start clean to stay clean.<br/>Premises should be thoroughly cleaned prior to increased occupation. Pay particular attention to any areas which need a deep clean such as kitchens.<br/>Ensure there are adequate cleaning products available.<br/>Ensure there are adequate waste disposal arrangements in place</p>   | <p>M</p> |
| <p>Action Taken:<br/>Deep cleans of all offices prior to reopening with additional cleaning then taken each day.</p>   |          |
| <p><b>3.2 Keeping your workplace clean</b></p>   |          |
| <p>All premises shall establish a regime for regular cleaning of premises and particularly ‘common’ touchpoints – handrails, door handles, etc. including:</p> <ul style="list-style-type: none"> <li>▪ Entrance reception areas including intercoms, reception desks and visitor chairs.</li> <li>▪ Taps and washing facilities</li> <li>▪ Door handles and push plates</li> <li>▪ Hand rails on staircases and corridors</li> <li>▪ Any areas used for eating must be thoroughly cleaned at the end of each break, including chairs, door handles, vending machines and payment devices</li> <li>▪ Telephone equipment</li> <li>▪ Shared cables / chargers</li> <li>▪ Keyboards, photocopiers and other office equipment should be cleaned after individual use</li> <li>▪ Meeting rooms including tables, chairs, cupboard doors, telephones and controls for televisions and projectors.</li> </ul> <p>Workspaces should be cleared, remove waste and all personal affects at the end of the day<br/>If cleaning after a known or suspected case of Covid-19 refer to specific guidance<br/><b>Provide additional cleaning during the working day particularly in heavily trafficked areas</b></p> | <p>M</p> |
| <p>Action Taken:<br/>All shared areas and common use points to be cleaned during and after each day.<br/>All staff to take responsibility for keeping their desk and workstations clean and sanitized.</p>   |          |
| <p><b>3.3 Hygiene – handwashing, Sanitation facilities and toilets</b></p>   |          |
| <p><b>Sanitary &amp; Cleaning Stations:</b></p>  |          |

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| <p>Hand sanitiser shall be provided at:</p> <ul style="list-style-type: none"> <li>○ At building entrances – everyone is encouraged to sanitise their hand on entering our premises.</li> <li>○ In communal / shared spaces e.g. meeting rooms, hot desk areas, etc.</li> </ul> <p>Hand sanitiser should be readily available in all work areas</p> <p>Anti-bacterial cleaner / wipes should be provided and maintained in:</p> <ul style="list-style-type: none"> <li>○ Reception – next to any electronic or manual sign-in / sign-out</li> <li>○ shared spaces – meeting rooms, hot desk areas, etc.</li> <li>○ kitchens</li> <li>○ Printers / scanners, or other shared equipment</li> </ul> <p>These are provided for users to clean hard surfaces, etc. prior to use or occupation – ‘self-sanitising’ and for cleaning after use to leave the area ready for the next user.</p> | M |
| <b>Toilets / Washing:</b>  |   |
| <p>Some changes may be required to help main the 2m social distance requirements:</p> <ul style="list-style-type: none"> <li>▪ Occupancy – this should be reduced to one occupant at any time and system to be put in place to highlight occupants.</li> </ul> <p>Regular cleaning of toilet flush, seats, cubicle doors and disabled handrails.</p> <p>Warm air hand dryers should be not be used, paper towel and towel roll should be regularly replenished to accommodate increased use.</p> <p>Provide more waste facilities and more frequent rubbish collection</p> <p>Signage in place to remind of regular sanitising and maintaining hygiene standards and good handwashing technique together with reminders avoid touching face and to cough sneeze into a tissue and binned safely etc</p>  | M |
| <p>Action Taken:</p> <p>Hand sanitizer to be provided at entry points to all offices. Staff reminded to wash hands asap as well.</p> <p>Only one occupant in toilets at any time with use of signage to mark if toilets are in use or not.</p> <p>Regular cleaning to be maintained during the day by allocated staff members.</p>   |   |
| <b>3.5 Handling equipment, materials, waste and onsite vehicles</b>  |   |
| <p><b>Waste:</b></p> <p>Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day including paper recycling.</p> <p>Food waste should be disposed of in the appropriate bins.</p> <p>Designated bins should be provided at all ‘self-sanitising’ stations</p> <p>Cleaning procedures for the parts of shared equipment you touch after each use such as photocopiers and printers.</p> <p>Encouraging increased handwashing and introducing more handwashing facilities for workers handling files and client records or providing hand sanitiser where this is not practical.</p> <p>If cleaning after a known or suspected case of Covid-19 refer to specific guidance</p>   | L |
| <p>Action Taken:</p> <p>Cleaning each day in every office.</p> <p>Signage reminding of additional hand washing and sanitizing procedures to be used.</p>   |   |
| <b>4.0 PPE and face coverings</b>  |   |
| <b>4.1.1 Face coverings</b>  |   |



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| <p>Wearing a face covering is precautionary and is not required in the workplace although it may be recommended or required elsewhere.</p> <p>If you choose to wear one, you must provide it yourself and it is important to use face coverings properly:</p> <ul style="list-style-type: none"> <li>▪ Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.</li> <li>▪ When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.</li> <li>▪ Change your face covering if it becomes damp or if you've touched it.</li> <li>▪ Continue to wash your hands regularly.</li> <li>▪ Change and wash your face covering daily.</li> <li>▪ If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.</li> <li>▪ Still practise social distancing wherever possible.</li> </ul> | L |
| <p><b>Action Taken:</b></p> <p>Face coverings can be worn by employees if they want to but following the Government guidance this is not a requirement for working in the office. If an employee chooses to use a covering, it is their responsibility to provide it and use it in line with the guidance.</p>   |   |
| <p><b>5.0 Managing your workforce</b></p>  |   |
| <p><b>5.1 Shift patterns and working groups</b></p>  |   |
| <p>As far as possible, where people are split into teams or shift groups, fix these teams or groups so that where contact is unavoidable, this only happens between the same group of people.</p> <p>Identify areas where people have to directly pass things to each other, and find ways to remove direct contact, for example, by using drop-off points or transfer zones.</p>  | M |
| <p><b>Action Taken:</b></p> <p>Likely to be minimal but if teams eg for audit, are required these should be kept consistent with staff members where possible.</p>   |   |
| <p><b>5.2 Work related travel</b></p>  |   |
| <p>Minimising non-essential travel – consider remote options first.</p> <p>Minimising the number of people travelling together in any one vehicle, increasing ventilation when possible and avoiding sitting face-to-face.</p>   | M |
| <p><b>5.2.1 Cars, accommodations and visits</b></p>  |   |
| <p>Where employees are required to stay away from their home - ensure any overnight accommodation meets social distancing etc. guidelines</p>  | M |
| <p><b>5.2.2 Deliveries to other offices</b></p>  |   |
| <p>Put in place procedures to minimise person-to-person contact during deliveries to other offices.</p> <p>Minimise contact during exchange of documentation</p>   | M |
| <p><b>Action Taken:</b></p> <p>Minimise travel where possible.</p> <p>Where deliveries are needed between offices, minimise staff numbers involved.</p>  |   |
| <p><b>5.3 Communications and training</b></p>  |   |
| <p>All workers to be briefed to understand Covid-19 Safety Procedures</p>  | L |
| <p><b>5.3.1 Returning to work</b></p>  |   |
| <p>Ross Brooke Office procedures to be distributed to all staff</p> <p>Covid-19 Risk Assessment to be provided</p> <p>Staff to sign to confirm this has been completed</p>   | L |

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| <b>5.3.2 Ongoing communications and signage</b>  |  |   |
| <p>Ensuring all staff receive business continuity communications to monitor and understand any changes to working environments and arrangements.</p> <p>Promote good mental health including Ross Brooke mental health first aiders and government guidance</p> <p>Communicate approaches and operational procedures to suppliers and clients to help their adoption and to share experience</p> |  | L |
| <p>Action taken:</p> <p>Signage and communication around all offices is key.</p> <p>Documents to be provided to all employees and signature of this document is required prior to any return to work.</p>  |  |   |
| <b>6.0 Inbound deliveries</b>  |  |   |
| <p>Enable drivers to access welfare facilities when required, consistent with other guidance.</p> <p>Encourage drivers to drop deliveries outside of the offices where this does not compromise their safety and existing safe working practice.</p>   |  | M |
| <p>Action Taken:</p> <p>Reception teams aware that delivery drivers must be given access to hand sanitizer but requested not to enter premises if deliveries can be left outside to be brought in by RB staff members.</p>   |  |   |

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| CONFIRMATION THAT THIS RISK ASSESSMENT IS UNDERSTOOD AND THE CONTROL MEASURES WILL BE FOLLOWED : |                  |             |                             |                  |             |
| Note: If you do not understand any part of this Risk Assessment speak to your Manager/Supervisor |                  |             |                             |                  |             |
| <b>NAME</b> (Print Clearly)  | <b>SIGNATURE</b> | <b>DATE</b> | <b>NAME</b> (Print Clearly) | <b>SIGNATURE</b> | <b>DATE</b> |
|  |                  |             |                             |                  |             |